

# mySchoolBucks®

<https://www.myschoolbucks.com>

## Parents

# Getting Started Guide

Version – 03052013



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## myschoolbucks LOGIN SCREEN

Congratulations, your school district now offers mySchoolBucks, a convenient and secure online payment and parent information portal! With mySchoolBucks you can deposit money into one or more student accounts, track purchase history, create low-balance reminders and even set-up an automatically recurring payment.

As you will soon discover, mySchoolBucks is designed to be intuitive and easy to use, but to help you get started, this document will guide you through the process of:

- creating a new parent account
- adding one or more students to your account
- making a payment.

### Step 1 - Creating a New Parent Account



Access mySchoolBucks at [www.myschoolbucks.com](http://www.myschoolbucks.com). This screen will be used by both new and returning users.

- A returning user will complete the “**ACCESS YOUR ACCOUNT**” and click the “**LOG IN**” button.
- All new parent users will click the “**REGISTER FOR A FREE ACCOUNT**” button.

**Step 2 – Select State**

**Add Account**

To find your school district, please select your state/province

State/Province  ▼ ←

**CONTINUE** **CANCEL**

Select the state where the school district is located and click the **“CONTINUE”** button.

**Step 3 – Select School District**

**Add Account**

Please select your school district

School District  ▼ ←

**CONTINUE** **GO BACK** **CANCEL**

Select the **“School District”** from the drop down box, and then click the **“CONTINUE”** button.

**Step 4 – Enter Parent Information**

## Add Account

⌘ indicates required field

**Note:** Please enter your name here rather than your child's name. You'll be asked to add your children later.

First Name ⌘

Last Name ⌘

Street Address ⌘

City ⌘

State/Province ⌘

ZIP/Postal code ⌘

Daytime phone ⌘  (###-###-####)

Evening phone ⌘  (###-###-####)

Email Address ⌘

(Note: Your email address is held confidential. We will not send you unsolicited emails. A valid email address is required to receive payment confirmations.)

**CONTINUE** **CANCEL**

Complete all areas denoted with the RED box and then click the **“CONTINUE”** button.

## Step 5 – Create Parent User Credentials

**Add Account**

■ indicates required field

**Login ID** ■   
(Must be at least 4 characters and may only contain letters, numbers, underscores, dashes, periods, or at signs.)

**Password** ■   
(Must be at least 4 characters - case sensitive)

**Confirm Password** ■

If you forget your password, we'll ask you for the answer to the security question. To protect your user profile, please choose a question that is memorable for you but difficult for others to guess.

**Security Question**  ▼

**Security Answer** ■   
(Must be at least 4 characters - case sensitive)

I am 18 years of age or older and I agree to the [Terms of Service](#)

Complete the “**Login ID**” and “**Password**” fields then click the “**Security Question**” drop down. Select a question and enter the answer in the “**Security Answer**” field.

Before moving forward, a NOTICE disclaimer alerts new users of the convenience fee that may be imposed for payments/deposits to student accounts. The user will then click the box and “**REGISTER**”.

**Add Account**

Registration completed. Thank you! We've sent an email to confirm your registration.

Click the “**FINISH**” button to complete the mySchoolBucks user account setup.

## ADDING STUDENTS TO YOUR ACCOUNT (“MY HOUSEHOLD”)

Once you have created a parent account, click **My Household** on the left-side navigation bar to add students to your account.

### Step 1 – Student Lookup

The screenshot shows the 'Getting Started' page under the 'My Household' section. The left navigation bar includes 'Downloads', 'Cafeteria Purchases', 'My Household', 'Payment Center', 'My Basket', 'Make A Payment', 'School Store', 'My Billing Accts', 'My Order History', 'My Payment History', 'More Info', 'Help / FAQ', 'Send Us Feedback', and 'Log Out'. The main content area has a heading 'Getting Started' and a sub-heading 'My Household' with a 'Student Name' field. Below this, it says 'To get started, complete the following steps:'. Step 1 is 'If you are a parent, look up your students and add them to your household.' A red arrow points to this step. Step 2 is 'Make a payment.' Step 3 is 'Visit our school store to purchase other school related items.' A note at the bottom states: '\* If you are an alumni or school supporter or do not have children enrolled in the school district you may skip step 1.'

To add one or more students to your Household, click **look up your students**.

### Step 2 – Enter Student Information

The screenshot shows the 'Add Student' page. The left navigation bar is the same as in the previous screenshot. The main content area has a heading 'Add Student' and a sub-heading 'To find a student please select the name of the school, enter the student's name and info, and choose Find.' Below this, there is a form with four fields: 'School' (a dropdown menu with '--select--' selected), 'First Name', 'Last Name', and 'Student #'. A legend indicates that a red square symbol indicates a required field. Red arrows point to each of these four fields. Below the form, there is a link that says 'Don't have your child's student ID?'. At the bottom of the form, there are two buttons: 'FIND STUDENT' and 'CANCEL'.

Select your school district from the drop-down menu. Enter the student's first name, last name and Student ID Number. Then click **Find Student**.

### Step 3 – Add Student

The screenshot shows the 'Add Student' page with a green sidebar on the left containing navigation links: Downloads, Cafeteria Purchases, My Household, Payment Center, My Basket, Make A Payment, School Store, My Billing Accts, My Order History, My Payment History, More Info, and Help / FAQ. The main content area has the title 'Add Student' and a message: 'Found a match. If this is the correct student please click Add to attach the student to your household.' Below the message is a form with three fields: 'First Name:' with the value 'Student', 'Last Name:' with the value 'Name', and 'Grade:' with the value 'K'. At the bottom of the form are two buttons: 'ADD STUDENT' and 'CANCEL'. A red arrow points from the 'ADD STUDENT' button towards the 'Grade:' field.

A student's name and grade will be displayed when the search is complete. If this is the correct student, click *Add Student*. If the information is not correct, click *Cancel* and try your search again.

### Step 4 – Finish or Add Another Student

The screenshot shows the 'Add Student' page with the same green sidebar as in Step 3. The main content area has the title 'Add Student' and a success message: 'Successfully added the student to your household.' Below the message are two buttons: 'ADD ANOTHER STUDENT' and 'FINISH'.

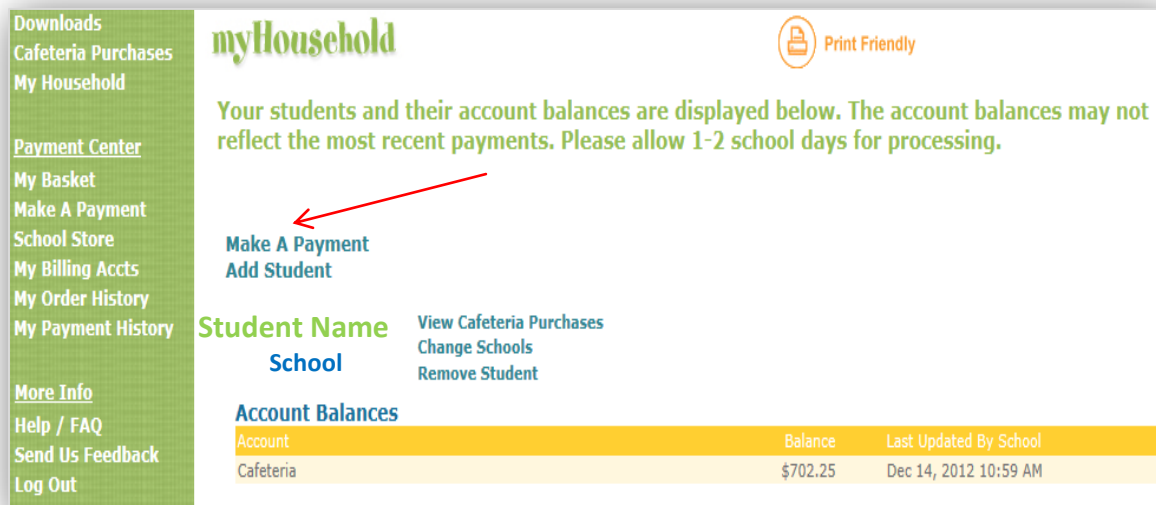
You have now successfully added a student to your Household. To associate more students with your account, click **Add Another Student** and complete **Steps 1-3** until all students have been added. If there are no other students to add, click **Finish**.



## DEPOSITING FUNDS INTO A STUDENT ACCOUNT

Once you have added students to your Household, their names and schools will appear by clicking the **My Household** link. This page will also display the current balance available for each student. From this page you can deposit money into a Student Account, view purchase history and add or remove students.

### Step 1 – Making a Deposit

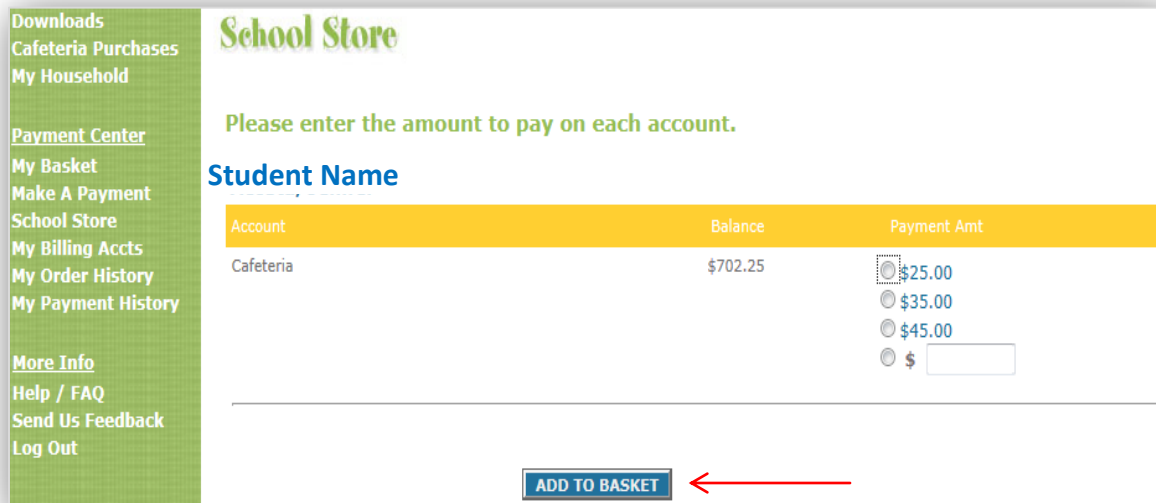


The screenshot shows the 'myHousehold' website interface. On the left is a green sidebar with navigation links: Downloads, Cafeteria Purchases, My Household, Payment Center, My Basket, Make A Payment, School Store, My Billing Accts, My Order History, My Payment History, More Info, Help / FAQ, Send Us Feedback, and Log Out. The main content area has the 'myHousehold' logo and a 'Print Friendly' icon. A message states: 'Your students and their account balances are displayed below. The account balances may not reflect the most recent payments. Please allow 1-2 school days for processing.' Below this, there are links for 'Make A Payment' and 'Add Student', with a red arrow pointing to 'Make A Payment'. Under 'Student Name', there are links for 'View Cafeteria Purchases', 'Change Schools', and 'Remove Student'. Under 'School', there are links for 'View Cafeteria Purchases', 'Change Schools', and 'Remove Student'. Below this is the 'Account Balances' section with a table:

| Account   | Balance  | Last Updated By School |
|-----------|----------|------------------------|
| Cafeteria | \$702.25 | Dec 14, 2012 10:59 AM  |

To deposit money into one or more student accounts, click **Make a Payment**.

### Step 2 – Enter Deposit Amount



The screenshot shows the 'School Store' website interface. On the left is a green sidebar with navigation links: Downloads, Cafeteria Purchases, My Household, Payment Center, My Basket, Make A Payment, School Store, My Billing Accts, My Order History, My Payment History, More Info, Help / FAQ, Send Us Feedback, and Log Out. The main content area has the 'School Store' logo and a message: 'Please enter the amount to pay on each account.' Below this, there is a table with columns for 'Account', 'Balance', and 'Payment Amt'. The 'Cafeteria' account has a balance of \$702.25. Under 'Payment Amt', there are radio buttons for \$25.00, \$35.00, and \$45.00, and a text input field with a dollar sign. Below the table is an 'ADD TO BASKET' button, with a red arrow pointing to it.

| Account   | Balance  | Payment Amt   |
|-----------|----------|---|
| Cafeteria | \$702.25 | <input checked="" type="radio"/> \$25.00<br><input type="radio"/> \$35.00<br><input type="radio"/> \$45.00<br><input type="radio"/> \$ <input type="text"/> |

Select the amount you want to deposit into each student account, and then click **Add to Basket**.

### Step 3 – Review Deposit Amount(s)

Downloads  
Cafeteria Purchases  
My Household

Payment Center  
My Basket  
Make A Payment  
School Store  
My Billing Accts  
My Order History  
My Payment History

## My Basket

| Name      | Student         | Unit Price | Quantity | Total Price |                        |
|-----------|-----------------|------------|----------|-------------|------------------------|
| Cafeteria | Acosta, Jenifer | \$25.00    | 1        | \$25.00     | <a href="#">Remove</a> |

[Setup a payment schedule](#)

[CHECK OUT NOW](#) [CONTINUE SHOPPING](#)

Review the amount(s) you have entered and verify the information is correct. If you need to adjust any amount, click **Continue Shopping**. If the information is correct and you are finished, click **Check Out Now**. Additionally, this is where you would also establish a recurring payment schedule by clicking **Setup a payment schedule**.

### Step 4 – Payment Information

Downloads  
Cafeteria Purchases  
My Household

Payment Center  
My Basket  
Make A Payment  
School Store  
My Billing Accts  
My Order History  
My Payment History

More Info  
Help / FAQ  
Send Us Feedback  
Log Out

Facebook "like" us on

## Order - Select Billing Account

Please enter an account number to use for this payment.

■ indicates required field

Acct Type:

Card Number ■:

Expiration Date:

Name ■:

Billing Address ■:

Note: Please ensure your billing address matches the record on file with your bank.

City ■:

State/Province:

ZIP/Postal code ■:

You may update your billing acct information at a later time by selecting 'My Billing Accts'.

[CONTINUE](#) [GO BACK](#) [CANCEL](#)

Enter your payment information, making sure to complete all required fields, then click **Continue**.

## Step 5 – Card Verification Code

**Order - Card Verification**

Please enter the card verification number from your credit card.

■ indicates required field

Verification Code ■

**CONTINUE** **GO BACK** **CANCEL**

Note: For your protection, we require that you enter a credit card verification number for all purchases made online. For Visa, MasterCard, or Discover the verification number is the final 3-digit number located on the back of the credit card. For American Express, it is the four digits printed above the account number on the front of the card.



If paying with a credit or debit card, enter the three- or four-digit Verification Code that appears on the card, and then click **Continue**.

## Step 6 – Review Order

**Order - Review Your Order**

Please review the amounts entered and the total charges to your account. When you're ready, press the Place Order button to complete the transaction.

Refund Policy: Please contact the school administrator for our refund policy.

| Name                | Student         | Unit Price | Quantity | Total Price    |
|---------------------|-----------------|------------|----------|----------------|
| Cafeteria           | Acosta, Jenifer | \$25.00    | 1        | \$25.00        |
| Subtotal:           |                 |            |          | \$25.00        |
| Service Fee:        |                 |            |          | \$1.95         |
| <b>Grand Total:</b> |                 |            |          | <b>\$26.95</b> |

Bill to: Visa ending in 4125

**PLACE ORDER** **GO BACK** **CANCEL**

This screen will show the amount of the purchase, a subtotal of the payment and the total payment amount including any convenience fee (amount varies). If the order is correct, click **Place Order**.

## Step 7 – Payment Confirmation & Receipt

**Order - Order Results**

Your order was accepted. Thank you!

Your reference code is 4WCD0A2RWZHEI7U.

If you have provided an email address you will receive an email confirmation. You may check Order History on this website at any time for order status.

Press the Print Order button to print a copy for your records.

[PRINT ORDER](#) [FINISH](#)

When your order is complete, you will receive a confirmation number that can be used to locate this transaction at a later date. We recommend you print this page and keep a copy for your records. After clicking Print Oder, a printable receipt (sample below) will open in a new window.

**Order**

ID: KNPRH9RFSPA8F3R  
Date: Jan 25, 2013 3:27 PM  
Status: closed  
School District: mySchoolBucks Webinar Demo Site  
Store: Food Services Store  
Name: user, webinar  
Address: ,

| <u>Name</u> | <u>Student</u> | <u>Unit Price</u> | <u>Quantity</u> | <u>Total Price</u> |
|-------------|----------------|-------------------|-----------------|--------------------|
| Cafeteria   | ,Student Name  | \$25.00           | 1               | \$25.00            |

Subtotal: \$25.00  
Service Fee: \$1.95

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**Grand Total: \$26.95**

Bill to: Visa ending in 4125

After printing this page, close the receipt window and click **Finish** to complete your transaction.

## **CUSTOMER SUPPORT**

**Email:** Before contacting technical support please read our [FAQ](#) for assistance with many common questions and concerns. For other issues please complete this form to submit your support request: <https://www.myschoolbucks.com/etc/getsupportrequest.do>

**Phone:** 855-832-5226